

# Supervisory Program Manager

DEPARTMENT OF HOMELAND SECURITY

Customs and Border Protection

Office of Information and Technology

**Open & closing dates**

🕒 08/06/2019 to 08/12/2019

**Service**

Competitive

**Pay scale & grade**

GS 15

**Salary**

\$137,849 to \$166,500 per year

**Appointment type**

Permanent

**Work schedule**

Full-Time

## Locations

1 vacancy in the following location:

**Alexandria, VA**

1 vacancy

**Relocation expenses reimbursed**

No

**Telework eligible**

Yes as determined by agency policy

## This job is open to

**Internal to an agency.**

Current federal employees of this agency.

## Clarification from the agency

Current U.S. Customs and Border Protection employees who are currently working in a permanent competitive service position.

**Announcement number**

OIT-IMP-10562114-DRM

**Control number**

541718100

# Duties

## Summary

**Organizational Location:** This position is with the Department of Homeland Security, within U.S. Customs and Border Protection, Office of Enterprise Services, Office of Information and Technology, located in Alexandria, VA.

This position may be affected by a planned relocation to Ashburn, VA. Relocation is tentatively scheduled to begin in 2021, although the date is subject to change.

## Responsibilities

Joining Customs and Border Protection, Office of Information and Technology will allow you to use your expertise in managing and overseeing a critical program segment which has program office-wide or CBP-wide impact. This position starts at a salary of \$137,849.00 (GS-15, Step 1) to \$166,500.00 (GS-15, Step 10) with promotion potential to \$166,500.00 (GS-15 Step 10). Apply for this exciting opportunity to strengthen the Department by determining goals, providing guidance, resolving issues and coordinating projects.

In this Supervisory Program Manager position you will become a key team member of Homeland Security professionals. Typical work assignments include:

- Providing leadership and directing various components of the program
- Developing long range plans and identifying required resources in order to promote an efficient, economical and progressive organization
- Directing business process improvement efforts throughout the division, including process development, workload and workforce analysis
- Developing policies, directives, standard operating procedures and processes

## Travel Required

Occasional travel - You may be expected to travel for this position.

## Supervisory status

Yes

## Promotion Potential

15

## Job family (Series)

### [0340 Program Management](https://www.usajobs.gov/Search/?j=0340)

(<https://www.usajobs.gov/Search/?j=0340>)

# Requirements

## Conditions Of Employment

- You must be a U.S. Citizen to apply for this position
- Males born after 12/31/1959 must be registered with Selective Service
- You may be required to pass a background investigation and/or polygraph
- CBP follows the DHS Drug-Free Workplace Plan for drug testing procedures

## Qualifications

**Experience:** You qualify for the GS-15 grade level if you possess 1 year of specialized experience equivalent to at least the next lower grade level, performing duties such as:

- Providing technical and administrative responsibility over the work performed in an organization
- Monitoring and analyzing the flow of work throughout an organization with a high degree of analytical ability and communication skills
- Directing the initiation of organizational planning as determined necessary for successful operation of a Program Office

- Planning short- and long-term operations for an office/program
- Reviewing staff and office operations while determining correctness and applicability of proposed actions

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements, including education if applicable to this position, subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the federal service) by 08/12/2019.

The Office of Personnel Management (OPM) must authorize employment offers made to current or former political appointees. If you are currently, or have been within the last 5 years, a political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee in the Executive Branch, you must disclose this information to the Human Resources Office.

**Background Investigation:** U.S. Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country, and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (e.g., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy), and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. For more information visit [this link](http://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation) (<http://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation>).

**Probationary Period:** Current and former federal employees may be required to serve or complete a probationary period.

**Agency Career Transition Assistance Program (CTAP) Eligibles:** If you have never worked for the Federal Government, you are not CTAP eligible. Information about CTAP eligibility can be found [here](http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a) ([http://www.opm.gov/Reduction\\_In\\_Force/employee\\_resources/ctap/Employee-Guideline\\_CTAP.asp#3a](http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a)). You must submit the supporting documents listed in the "Required Documents" section of this announcement. In addition, to be considered well qualified under CTAP, you must possess the knowledge, skills and abilities and/or competencies clearly exceeding the minimum requirements of the position. This will be measured by a score of 85 or higher.

## Education

Please see the Qualifications and Required Documents sections for more information if education is applicable to this position.

## Additional information

This position is not covered under the bargaining unit.

**Supervisory Probationary Period:** You may be required to serve an 18 month probationary period upon appointment and complete a supervisory training course within 12 months of assignment.

**Supervisory Training:** All newly appointed, GS-15 Senior Managers are required to complete mandatory training. The training will be scheduled by the Office of Training and Development within the first 90 days of appointment. The duration of the training will include CBP LI five (5) weeks of in residence training in Harpers Ferry, WV. *Note: This training may be waived if previously completed.*

Financial Disclosure is required.

Telework may be available on a regular recurring or situational basis.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about [E-Verify](http://www.uscis.gov/e-verify) (<http://www.uscis.gov/e-verify>), including your rights and responsibilities.

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. Learn more [here](http://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf) ([http://hru.gov/Studio\\_Recruitment/tools/Mythbuster\\_on\\_Federal\\_Hiring\\_Policies.pdf](http://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf)).

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](https://twitter.com/#!/customsborder)  
(<https://twitter.com/#!/customsborder>).

The Department of Homeland Security encourages persons with disabilities to apply, to include persons with intellectual, severe physical or psychiatric disabilities, as defined by 5 CFR § 213.3102(u), and/or Disabled Veterans with a compensable service-connected disability of 30 percent or more as defined by 5 CFR § 315.707. [Veterans](https://www.fedshirevets.gov/job-seekers/special-hiring-authorities/#content)  
(<https://www.fedshirevets.gov/job-seekers/special-hiring-authorities/#content>),  
[Peace Corps](https://www.peacecorps.gov/returned-volunteers/careers/noncompetitive-eligibility/)  
(<https://www.peacecorps.gov/returned-volunteers/careers/noncompetitive-eligibility/>),  
[VISTA volunteers](https://www.vistacampus.gov/after-vista/career)  
(<https://www.vistacampus.gov/after-vista/career>),  
and [persons with disabilities](http://www.opm.gov/policy-data-oversight/disability-employment/)  
(<http://www.opm.gov/policy-data-oversight/disability-employment/>) possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To determine your eligibility for non-competitive appointment and to understand the required documentation, click on the links above or contact the Servicing Human Resources Office listed at the bottom of this announcement.

## How You Will Be Evaluated

Applicants will only be considered for the Eligibilities for which they claim in the job questionnaire AND must provide the supporting documentation. Applicants will not be considered for Eligibilities for which they did not claim, regardless of the documentation submitted with the application. <https://apply.usastaffing.gov/ViewQuestionnaire/10562114>  
(<https://apply.usastaffing.gov/ViewQuestionnaire/10562114>).

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire based on the competencies and/or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see <https://apply.usastaffing.gov/ViewQuestionnaire/10562114>  
(<https://apply.usastaffing.gov/ViewQuestionnaire/10562114>).

**Knowledge, Skills, Abilities and Other Characteristics (KSAOs):** Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

- Ability to identify strategies and implement programs that contribute to providing top quality service
- Skill in management, spreadsheet, word processing, and presentation graphics applications, and Internet utilization to perform research and communicate with customers and others
- Knowledge of effective management - employee relations through communications and recognition of employee performance. Ability to hear and resolve grievances and complaints not resolved by subordinate supervisors.
- Ability to promote and ensure adherence to Government wide and Program office programs in the area of equal employment opportunity

## Background checks and security clearance

### Security clearance

[Not Required](https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/)  
(<https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/>).

### Drug test required

No

## Required Documents

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. A resume in English is required. It

must contain your full legal name, address, phone number, complete work history including a detailed description of your duties, the dates you performed those duties (MM/DD/YY), your hours worked per week, job title, as well as series, grade, and salary (if applicable). NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement. You must upload your resume and any other applicable supporting documentation.

- **Your responses to the job questionnaire:** <https://apply.usastaffing.gov/ViewQuestionnaire/10562114> (<https://apply.usastaffing.gov/ViewQuestionnaire/10562114>).
- **Are you a current or former federal employee?** ALL CURRENT AND FORMER FEDERAL EMPLOYEES MUST SUBMIT THE MOST RECENT COPY OF THEIR SF-50 (Notification of Personnel Action) showing competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. Additionally, applicants should also submit a SF-50 reflecting the highest grade held on a permanent basis in the competitive service or the full performance level of your current position, whichever is higher, AND a SF-50 to support having met the time-in-grade requirement of having served 52 weeks at the grade level (or equivalent) below the grade level(s) for this position. Current CBP Employees are encouraged, but not required, to submit an SF-50(s) for CBP experience; however, additional SF-50(s) are required when using federal experience outside of CBP to receive credit towards the requirements above.
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP)?** You must submit a separation notice; your most recent SF-50 (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.
- **Veterans' preference points are not applicable to Merit Promotion announcements.**
- **Are you a current or former political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee?** Submit a copy of your applicable SF-50, along with a statement that provides the following information regarding your most recent political appointment:
  - Position title
  - Type of appointment (Schedule A, Schedule C, Non-career SES, or Presidential Appointee)
  - Agency
  - Beginning and ending dates of appointment

## Benefits

<https://www.dhs.gov/homeland-security-careers/benefits>

## How to Apply

Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under the appropriate Document Type. If your Document Type is not listed, upload as "Other."

You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points will be assigned.

DHS offers competitive salaries and an attractive benefits package, including: health, dental, vision, life, and long-term care insurance; retirement plan; Thrift Savings Plan [similar to a 401(k)]; Flexible Spending Account; Employee Assistance Program; personal leave days; and paid federal holidays. Other benefits may include: flexible work schedules; telework; tuition reimbursement; transportation subsidies; uniform allowance; health and wellness programs; and fitness centers. DHS is committed to employee development and offers a variety of employee training and developmental opportunities. For more information visit [th is link](http://www.dhs.gov/homeland-security-careers/benefits)

(<http://www.dhs.gov/homeland-security-careers/benefits>).

### • Disabled veteran leave

(<http://www.opm.gov/news/releases/2016/08/newly-established-leave-policy-gives-disabled-veterans-more-time-to-address-medical-issues-1/>).

will be available to any Federal employee hired on or after November 5, 2016, who is a veteran with a service-connected disability rating of 30 percent or more.

Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar positions.

View [common definitions](#)

([http://www.dhs.gov/xabout/careers/gc\\_1303762131481.shtm](http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm)).

of terms in this announcement.

To begin your online application, click **"Apply Online"** to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

If you are unable to apply online or need to submit a document you do not have in electronic form, visit [this link](http://help.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information) ([http://help.usastaffing.gov/Apply/index.php?title=Alternate\\_Application\\_Information](http://help.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information)) for more information regarding an Alternate Application process.

**Applications and supporting documentation will not be accepted by mail or email.** The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on 08/12/2019.**

**It is your responsibility to verify that any information entered or uploaded is received and is accurate.** Human Resources will not modify or change any part of your application. Determining your eligibility and qualifications is dependent on the supporting documentation and information provided, which may impact your referral for further consideration. If a document is not legible, you will not be able to view it in your application and you must again upload it by the closing date.

## Agency contact information

 CBP Hiring Center

### Phone

[952-857-2932](tel:952-857-2932)  
(tel:952-857-2932)

### Email

[CBPhiring-applicantinquiry@cbp.dhs.gov](mailto:CBPhiring-applicantinquiry@cbp.dhs.gov)  
(mailto:CBPhiring-applicantinquiry@cbp.dhs.gov)

[Learn more about this agency.](#)  
(#agency-modal-trigger)

### Address

Office of Information and Technology  
CBP Hiring Center  
5600 American Boulevard  
Suite 700  
Bloomington, MN 55437  
US

### *Customs & Border Protection (CBP): Securing America's Borders*

The Department of Homeland Security (DHS) is calling on those who want to help protect American interests and secure our Nation. DHS Components work collectively to prevent terrorism; secure borders and our transportation systems; protect the President and other dignitaries; enforce and administer immigration laws; safeguard cyberspace; and ensure resilience to disasters. We achieve these vital missions through a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career with U.S. Customs and Border Protection (CBP), the sole organization responsible for securing the nation's borders. At CBP, we:

- Secure and facilitate trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws
- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers see [www.cbp.gov](http://www.cbp.gov/) (<http://www.cbp.gov/>).

## Visit our careers page

Learn more about what it's like to work at Customs and Border Protection, what the agency does, and about the types of careers this agency offers.

<http://www.cbp.gov/>



(<http://www.cbp.gov>)

## Next steps

**GS Salary:** Visit [this link](#)

(<http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages>)

to view the locality pay tables by geographic area. If you do not see your geographic area listed, select the "Rest of United States" pay table.

The open period for this job opportunity announcement may be extended to allow for a sufficient applicant pool.

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts with your [USAJOBS account](#) (<http://www.usajobs.gov/Applicant/ProfileDashboard/Home>).

. If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

Additional selections may be made beyond the total number of vacancies specified using this vacancy announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

If you receive a conditional offer of employment for this position, you will be required to complete an [Optional Form 306](#)

([http://www.opm.gov/forms/pdf\\_fill/OF0306.pdf](http://www.opm.gov/forms/pdf_fill/OF0306.pdf))

(Declaration for Federal Employment), and to sign and certify the accuracy of all information in your application, prior to entry on duty. False statements on any part of the application may result in withdrawal of offer of employment, dismissal after beginning work, fine, or imprisonment.

Any offers of employment made pursuant to this announcement will be consistent with all applicable authorities, including Presidential Memoranda, Executive Orders, interpretive U.S. Office of Management and Budget (OMB) and U.S. Office of Personnel Management (OPM) guidance, and Office of Management and Budget plans and policies concerning hiring. These authorities are subject to change.

## Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

### Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) for federal employees & job applicants](#) ([https://www.eeoc.gov/federal/fed\\_employees/index.cfm](https://www.eeoc.gov/federal/fed_employees/index.cfm))

### Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application process should follow the instructions in the job opportunity announcement. For any part of the remaining hiring process, applicants should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

A reasonable accommodation is any change to a job, the work environment, or the way things are usually done that enables an individual with a disability to apply for a job, perform job duties or receive equal access to job benefits.

Under the Rehabilitation Act of 1973, federal agencies must provide reasonable accommodations when:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.

You can request a reasonable accommodation at any time during the application or hiring process or while on the job. Requests are considered on a case-by-case basis.

Learn more about [disability employment and reasonable accommodations](https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/)  
(<https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>)  
or [how to contact an agency](https://www.usajobs.gov/Help/how-to/application/agency/contact/).  
(<https://www.usajobs.gov/Help/how-to/application/agency/contact/>).

## Legal and regulatory guidance

[Financial suitability](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/)  
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/>).

[Privacy Act](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/)  
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/>).

[Selective Service](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/)  
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/>).

[Social security number request](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/)  
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/>).

[Signature & False statements](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/)  
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/>).

[New employee probationary period](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/)  
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/>).